

2020 Limited English Proficiency Services Annual Report

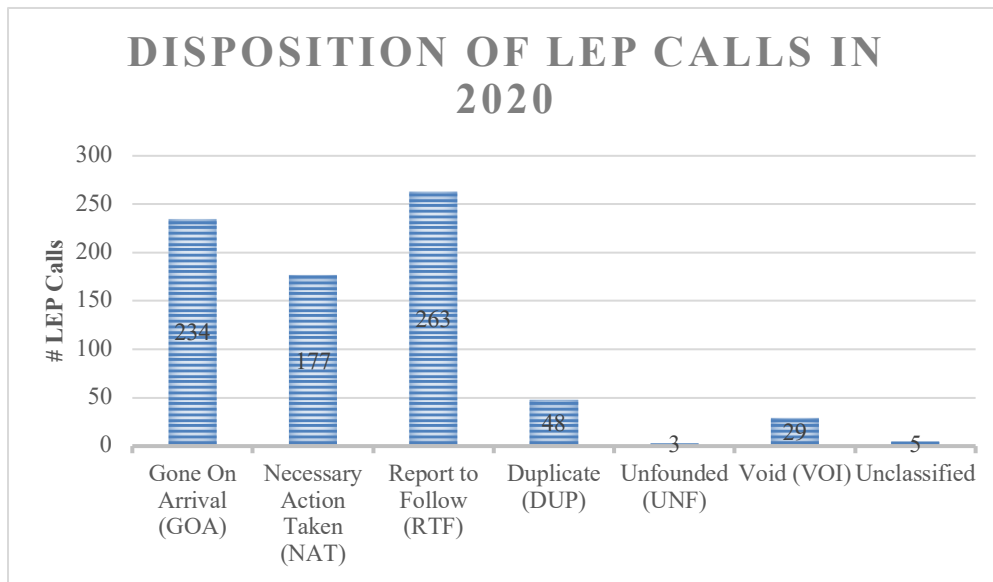
[Consent Decree ¶189]

NOPD agrees to effectively communicate with and provide timely and meaningful access to police services to all members of the community, regardless of their national origin or limited ability to speak, read, write, or understand English. To achieve this outcome, NOPD shall:

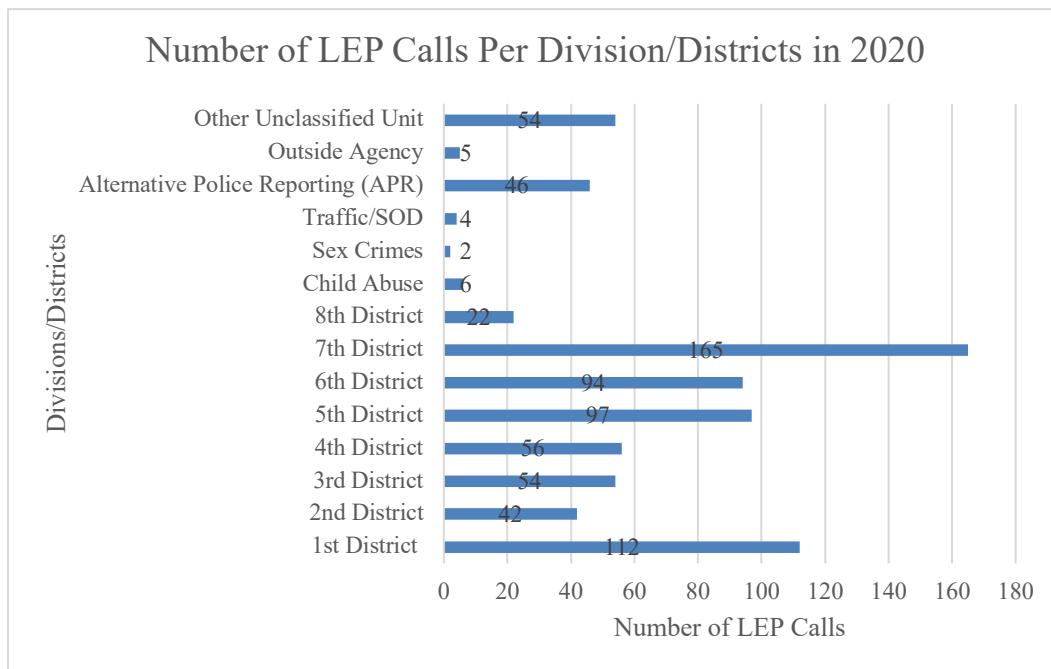
- a) develop and implement a language assistance plan and policy that complies, at a minimum, with Title VI of the Civil Rights Act of 1964, as amended, (42 U.S.C. § 2000d et seq.) and other applicable law, and that comports with best practices and current professional standards;
- b) ensure that all NOPD personnel take reasonable steps to provide timely, meaningful language assistance services to LEP individuals they encounter and whenever an LEP individual requests language assistance services;
- c) identify and assess demographic data, specifically the number of LEP individuals within its jurisdiction and the number of LEP victims and witnesses who seek NOPD services;
- d) use collected demographic and service data to identify and meet hiring needs for bilingual staff;
- e) regularly assess the proficiency and qualifications of bilingual staff to become an NOPD Authorized Interpreter;
- f) create and maintain an NOPDAI List and provide that list to the Orleans Parish Communications District 911 Communications Center;
- g) ensure that Orleans Parish Communications District 911 call takers are trained to recognize the need for a NOPDAI to respond to an incident involving an LEP individual and dispatch a NOPDAI as appropriate. If no NOPDAI is available, the personnel shall contact a telephonic interpretation service provider. The call taker shall note in information to the radio dispatch that the 911 caller is an LEP individual and indicate the language;
- h) develop protocols for interpretation for interrogations and interviews of LEP individuals to ensure a qualified interpreter is used for the taking of any formal statement from a suspect or witness in order to protect their legal rights;
- i) develop and implement a process for taking, responding to, and tracking citizen complaints and resolutions of complaints filed by LEP individuals;
- j) identify official and vital documents that are subject to public dissemination, and require translation of such documents into Spanish and Vietnamese, at a minimum. Such vital documents include consent to search forms; witness and victim statement forms; citation forms; victim rights notification forms; citizen complaint forms; and notices advising LEP persons of free language assistance in connection with NOPD activities;
- k) implement a process for recruiting qualified bilingual personnel to meet demonstrated service needs. As part of this process, NOPD agrees to establish meaningful relationships with local and state-wide institutions and community organizations that can serve as the source of qualified bilingual applicants and facilitate outreach to such advocates; and l) implement incentives for bilingual employees to become NOPDAIs, such as pay differentials, consideration in performance evaluations, or assignments. .

FINDINGS

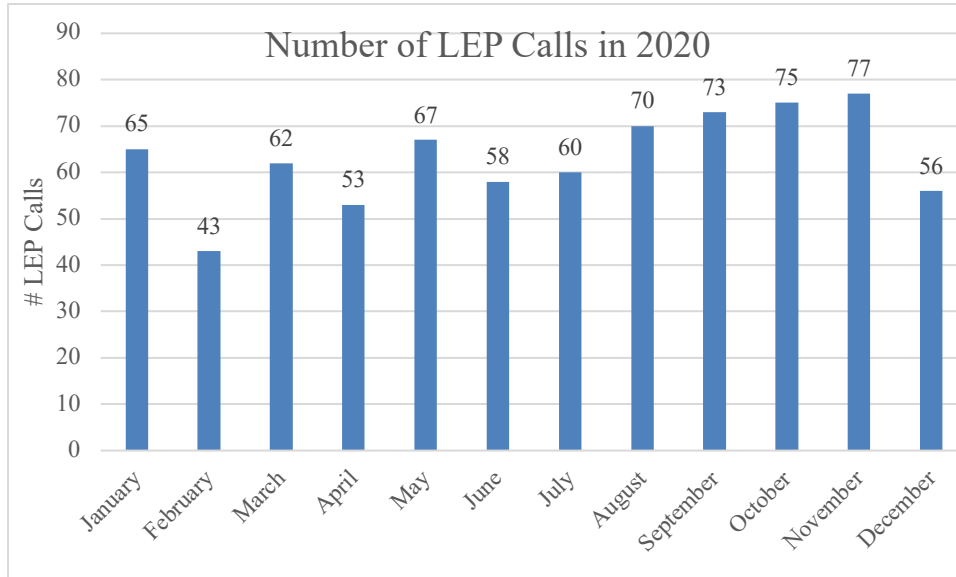
NOPD responded to 759 calls for service of which Limited English Proficiency (LEP) individuals requested or required a Spanish/Vietnamese speaking officer or translation services for those languages in 2020.



The disposition for the LEP calls for service provided to LEP individuals in 2020.



NOPD assessed the number of LEP calls per District and Division, in addition to unclassified units and outside agencies. The 7th district, which is geographically the largest in New Orleans, received the most calls for LEP individuals requesting services.



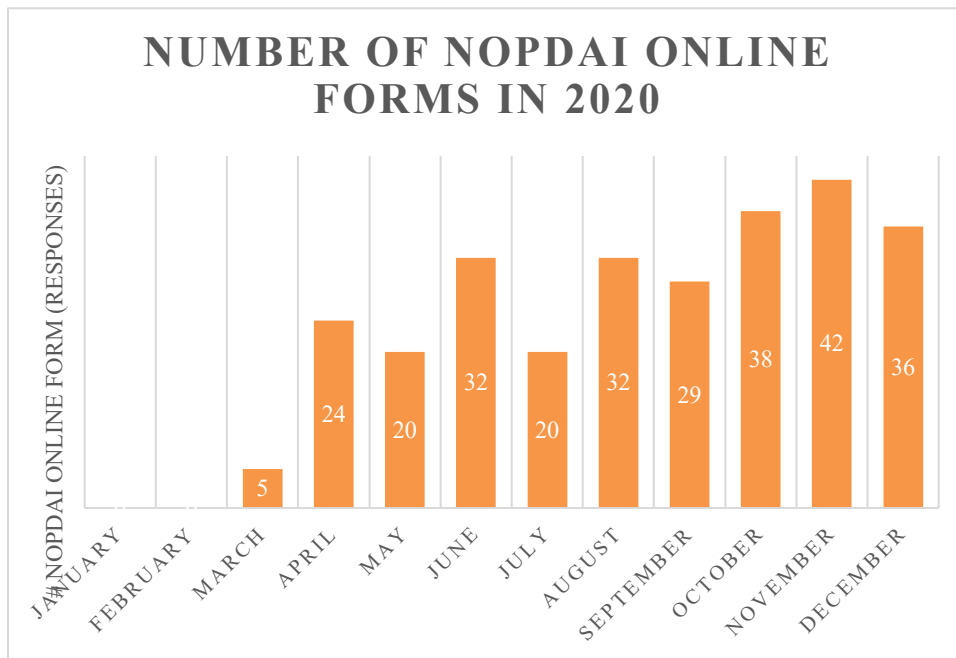
NOPD assessed the volume of calls per month with a need for language assistance. The assessment determined that the busiest months of the year were October and November, while February contained the least amount of calls needing translation services.

NOPDAI LIST

The NOPD has created and maintained the New Orleans Police Department Authorized Interpreter (NOPDAI) List. This list is comprised of thirty-one (31) authorized interpreters; two (2) whose second/primary language is Vietnamese and twenty-nine (29) being Spanish. The list of authorized interpreter members includes two civilian employees, while the remaining are commissioned officers.

1st District	Spanish	Commissioned
1st District	Spanish	Commissioned
1st District	Spanish	Commissioned
1st District/DIU evening	Spanish	Commissioned
2nd District/DIU	Spanish	Commissioned
3rd District	Spanish	Commissioned
3rd District	Spanish	Commissioned
3rd District	Spanish	Commissioned
3rd District/DIU evening	Spanish	Commissioned
5th District	Spanish	Commissioned
5th District	Spanish	Commissioned
6th District	Spanish	Commissioned
6th District/A Platoon	Spanish	Commissioned
6th District/B Platoon	Spanish	Commissioned
6th District/B Platoon	Spanish	Commissioned

7th District	Spanish	Commissioned
7th District	Spanish	Commissioned
7th District/B Platoon	Vietnamese	Commissioned
8th District	Spanish	Commissioned
8th District/A Platoon	Spanish	Commissioned
8th District/DIU evening	Spanish	Commissioned
Academy	Spanish	Commissioned
ISB/Auto Theft	Spanish	Commissioned
ISB/Child Abuse	Spanish	Commissioned
ISB/HIDTA	Spanish	Commissioned
PIB	Spanish	Commissioned
PIB	Spanish	Civilian
PSAB	Spanish	Commissioned
PSAB	Spanish	Commissioned
Recruitment	Spanish	Civilian
SID/Intelligence	Vietnamese	Commissioned



NOPDAIs began to utilize the NOPDAI Forms in the year of 2020. The database system was not available until March of 2020; as a result, January and February of 2020 were not documented using this system.

Note, the collected NOPDAI Forms do not reflect all LEP calls for service, nor do they represent if an NOPDAI was present or available to provide language access services.¹

ⁱ LANGUAGE ACCESS DATA KEEPING CHALLENGES

On December 13, 2019, the City of New Orleans encountered a Cyber-Attack incident, which impeded immediate access to emails, networks, and all databases. The NOPD did not have access to all shared databases until June of 2020. However, at the end of March 2020, NOPD created an NOPDAI Form database to facilitate the input and collection of data for LEP calls for services assisted by authorized interpreters in the field.